



INFORMATIONAL MEMO

TITLE:	CASE MANAGEMENT COMPLAINT TRACKING AND TREND ANALYSIS
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MARCH 5, 2021
DIVISION AND OFFICE:	CASE MANAGEMENT QUALITY PERFORMANCE, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	COMMUNITY CENTERED BOARD, SINGLE ENTRY POINT, CASE MANAGEMENT
KEY WORDS:	COMMUNITY CENTERED BOARD, SINGLE ENTRY POINT, CCB, SEP
INFORMATIONAL MEMO NUMBER: IM 21-024	
ISSUE DATE: MARCH 8, 2021	
APPROVED BY: AMANDA LOFGREN	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Informational Memo is to inform Community Centered Board (CCB) and Single Entry Point (SEP) case management agencies of the requirements to document complaints received regarding the agencies' performance and to amend requirements for the contractual Complaints Trend Analysis.

Information:

The Department of Health Care Policy & Financing (the Department) requires CCB and SEP case management agencies to document, resolve, and identify trends in complaints as they relate to the services outlined in contract, in order to implement performance improvements to provide Health First Colorado members with quality case management services. Complaints received outside of the scope of the contract are not included in this requirement.

The Department understands that the complaints received by some CCB and SEP agencies may not produce a statistically established trend due to the smaller size of the agency's community of members, or the smaller number of complaints. The Department

is modifying the contractual requirements for the CCB at Exhibit A-2, Statement of Work, Section 11 Invoicing and Payment Procedures, Sub-section 11.11 Complaint Log and Trend Analysis 11.11.1 and SEP at Exhibit B, Statement of Work, Section 8.3 Complaint Trend Analysis, Sub-section 8.3.1. CCBs and SEPs are able to receive the quarterly Complaint Trend Analysis if no complaints are received or if a complaint trend is not identifiable.

In lieu of a Complaint Trend Analysis the CCB or SEP will provide the Department with a list of the complaints and complaint resolution for the quarter reported if any. This policy change is effective January 2021 and applies to Quarter 3 and Quarter 4 deliverables of FY 2020-21.

Attachment(s):

None

Department Contact:

Victor Robertson

Victor.Robertson@state.co.us